

Workplace Alaska

Class Specification Facilitator, ACS

Created: 06/04/2007 by cpowers	AKPAY Code: Class Outline Cat:	Class Code: Class Range:	C0157 13
Finalized on:	Approved by:	Class Status:	Active

Category: Administrative	Class Title: Facilitator, ACS
Original Date: 06/04/2007	Use MJR Form: Standard

Original Comments: 9/01 - Original	Subsequent Revision Dates/Comments: 11/02 - Duties and MQs Revised
--	--

Last Update: 06/07/2007	EEO4: 06	SOC: 23-2099	Census:
--------------------------------	-----------------	---------------------	----------------

Last Update Comments:
Title change, MQs, WPA Audit

Definition:

Under the direction of the Family Law Self-Help Center Director, a Facilitator is responsible for informing, instructing, and evaluating the needs of self-represented litigants throughout the state regarding family law matters.

Distinguishing Characteristics:

The Facilitator job class is distinguished from the general clerical series in that an in-depth knowledge of technical legal procedure is required of a Facilitator.

Supervision Received: A Facilitator works under the general direction of the Family Law Self-Help Center Director.

Supervision Exercised: A Facilitator is not typically assigned supervisory duties.

Independent Judgment: A Facilitator performs duties that require independent judgment in evaluating the procedural situation of customers, identifying options, investigating the status of a court or CSED case, and providing additional legal and non-legal referrals and resources.

Examples of Duties:

Evaluate situations presented by customers primarily on the telephone and occasionally in person.

Assist customers in identifying needed forms and reference materials, explain the purpose or function of those forms, and provide the appropriate forms.

Provide customers with copies of or internet links to rules, statutes and procedural requirements that apply to various family law procedures and local court practices.

Conduct lectures, workshops or one-on-one assistance on family law, some of which may be outside of regular working hours.

Coordinate with court staff throughout the state to assist customers and facilitate resolution.

Assist with child support calculation, and facilitate problem resolution between customers and CSED staff.

Serve as technical resource to court staff and the public; conduct small group or individual training.

Network throughout the state and country with service providers to develop and maintain relationships that enable the Center to provide useful, relevant, and appropriate referrals to customers.

Provide contact information throughout the state for legal aid, lawyer referral, mediation, libraries, family counseling, victims' assistance, domestic violence, crisis centers, public benefits, housing assistance, and shelters.

Work cooperatively with legal aid services, the bar association, and private attorneys.

Assist in the development of new forms and instructions.

Assist in the development of educational materials for all aspects of family law.

Promote the services offered by the Family Law Self-Help Center by making presentations to judges, court staff, attorneys, state agencies, other legal and non-legal service providers, and the public.

Travel to communities to provide educational information about the court system and the services provided.

Maintain filing systems, perform data entry, and prepare correspondence.

Knowledge, Skills and Abilities:

A Facilitator requires knowledge of:

- Court operations, family law statutes and procedures, and applicable court rules; and
- Community organizations and agencies.

A Facilitator requires skill in:

- Verbal and written communication;
- Dealing with situations requiring tact, flexibility, and good judgment;
- Working independently; creative problem solving; and
- Planning and organizing special projects.

A Facilitator requires the ability to:

- Read, interpret, and apply rules and statutes;
- Prioritize work to optimize efficiency;
- Effectively interview clients and assess their situations and needs;
- Work effectively with persons of diverse ages and social, economic, cultural, and educational backgrounds who are often distraught, highly emotional, angry or hostile, and who may have physical or mental disabilities, or may not speak English.

Minimum Qualifications:

A high school diploma or General Educational Development (GED) certificate; AND

Two years of customer service work experience (paid or volunteer) that involved working directly with the public or clients.

OR

A high school diploma or General Educational Development (GED) certificate; AND

One year of legal office work experience. The required work experience is met by service such as a Deputy Clerk II, Deputy Clerk III, Legal Technician, Administrative Assistant/Judicial Assistant, or Court Supervisor with the Alaska Court System or similar experience with another employer.

OR

A high school diploma or General Educational Development (GED) certificate; AND

Successful completion of a two-year paralegal curriculum.

OR

A bachelor's degree in any field from an accredited college.

Required Job Qualifications:

(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)

Special Note:

Minimum Qualification Questions:

Have you received a high school diploma or obtained a General Educational Development (GED) certificate?

AND

Do you have two years of customer service work experience (paid or volunteer) that involved working directly with the public or clients?

Or Substitution:

Have you received a high school diploma or obtained a General Educational Development (GED) certificate?

AND

Do you have one year of legal office work experience? The required work experience is met by service such as a Deputy Clerk II, Deputy Clerk III, Legal Technician, Administrative Assistant/Judicial Assistant, or Court Supervisor with the Alaska Court System or similar service with another employer.

Or Substitution:

Have you received a high school diploma or obtained a General Educational Development (GED) certificate?

AND

Have you successfully completed a two-year paralegal curriculum?

Or Substitution:

Have you received a bachelor's degree in any field from an accredited college?